

SOLICITATION AND OFFER				1. [BLANK]				Page 1 of 25											
2. CONTRACT NUMBER				3. SOLICITATION NUMBER OPR06000065				4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)				5. DATE ISSUED 05/05/2006				6. REQUISITION/PURCHASE NUMBER			
7. ISSUED BY Office of Finance & Procurement 359 Ford Bldg. Washington,DC 20515 TEL: (202) 225-2921 ext. FAX: (202) 226-2213 ext.								CODE OFFP		8. ADDRESS OFFER TO (If other than item 7)									
NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder".																			
SOLICITATION																			
9. Sealed offers in original and <u>1</u> copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in <u>See Section L of RFP for details</u> until <u>2:00 PM</u> local time <u>06/08/2006</u> (Hour) (Date)																			
CAUTION - LATE submissions, Modifications, and Withdrawals: See Section L. All offers are subject to all terms and conditions contained in this solicitation.																			
10. FOR INFORMATION CALL:				A. NAME Jim Tiani				B. TELEPHONE (NO COLLECT CALLS) AREA CODE NUMBER EXT. 202 225-7158				C. E-MAIL ADDRESS james.tiani@mail.house.gov							
11. TABLE OF CONTENTS																			
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X	B	SUPPLIES OR SERVICES AND PRICES/COSTS				2	PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH.												
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OFFER (Must be fully completed by offeror)																			
12. In compliance with the above, the undersigned agrees, if this offer is accepted within _____ calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.																			
13. DISCOUNT FOR PROMPT PAYMENT (See Section I)						10 CALENDAR DAYS (%)		20 CALENDAR DAYS (%)		30 CALENDAR DAYS (%)		CALENDAR DAYS (%)							
14. ACKNOWLEDGMENT OF AMENDMENTS (the offeror acknowledges receipt of amend - ments to the SOLICITATION for offerors and related documents numbered and dated):						AMENDMENT NO.		DATE		AMENDMENT NO.		DATE							
15A. NAME AND ADDRESS OF OFFEROR				CODE		FACILITY		16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)											
15B. TELEPHONE NUMBER AREA CODE NUMBER EXT.				<input type="checkbox"/> 15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.				17. SIGNATURE				18. OFFER DATE							
AWARD (To be completed by Government)																			
19. ACCEPTED AS TO ITEMS NUMBERED						20. AMOUNT				21. ACCOUNTING AND APPROPRIATION									
22. [BLANK] <input type="checkbox"/> [BLANK] <input type="checkbox"/> [BLANK]										23. SUBMIT INVOICES TO ADDRESS SHOWN IN (4 copies unless otherwise specified)				ITEM					
24. ADMINISTERED BY (If other than Item 7)						CODE		25. PAYMENT WILL BE MADE BY				CODE							
26. NAME OF CONTRACTING OFFICER (Type or print)								27. U.S. HOUSE OF REPRESENTATIVES (Signature of Contracting Officer)				28. AWARD DATE							
IMPORTANT - Award will be made on this Form or by other authorized official written notice.																			

Line Item Summary	Document Number OPR06000065	Title Balanced Scorecard	Page 2 of 25
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Line Item Number	Description	Delivery Date (Start Date to End Date)	Quantity	Unit of Issue	Unit Price	Total Cost (Includes Discounts)
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Contact Person Jim Tiani 202-225-7158

0001	Cost for Project		0.00	ea	\$ _____	\$ _____
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Attachment 2 is back-up detail

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SECTION C -- DESCRIPTIONS AND SPECIFICATIONS

C.1 STATEMENT OF OBJECTIVES

Refer to Section J Attachment, Item 1 Statement of Objectives.

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SECTION D -- PACKAGING AND MARKING

D.1 HC.4.002 PAYMENT OF POSTAGE AND FEES MAY 2001

All postage and fees related to submitting information, including forms, reports, etc., to the House of Representatives shall be paid by the contractor.

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SECTION E -- INSPECTION AND ACCEPTANCE

E.1 HC.5.005 INSPECTION AND ACCEPTANCE

AUGUST 2002

- a. Inspection and acceptance of services to be furnished hereunder shall be performed at place of performance or destination, by the COR, in accordance with provisions specified in this contract and applicable task orders. The COR reserves the right to conduct any quality assurance reviews and tests it deems necessary to assure that the services provided conform in all respects to the contract specifications. Services which upon quality assurance reviews are found not to be in conformance with contractual specifications shall be promptly rejected and notice of such rejection, together with appropriate instructions, including resolution time, will be provided to the Contractor by the CO. Deficiencies thus reported shall be corrected by the Contractor in a timely period as specified by such quality assurance reviews or, with written request for an extension, mutually agreed to by the parties.
- b. Written notification of negative quality assurance review results will be furnished within thirty (30) days after completion of quality assurance reviews.
- c. All subcontracts let by the Contractor shall be subject to the CO's written approval and the provisions specified above, as noted at the time of approval.
- d. All facilities utilized by the Contractor in performance of work under this contract shall be subject to inspection by officials of the House and the Architect of the Capitol.
- e. The Contractor shall respond to all quality assurance reports within the time frame specified in each quality assurance review, annotating what actions have been taken.
- f. The CO shall have the right to send his representative into areas assigned for the use of the Contractor's employees, at any time, for quality assurance or other purposes approved by the CO.

E.2 HC.5.004 FAILURE TO PERFORM

AUGUST 2002

If the Contractor fails to promptly perform the services or to take the necessary action to ensure future performance in compliance with contract requirements, the CO may:

- a. Refer to Section F, HC.6.009, Payment for Non-performance.
- b. Reduce the contract price to reflect the reduced value of the services performed; or
- c. Terminate the contract for default.

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SECTION F -- DELIVERIES OR PERFORMANCE

F.1 HC.6.001 PERIOD OF PERFORMANCE MAY 2001

Period of performance will be dependent upon offers project plan. Refer to Section C.

F.2 HC.6.005 NOTICE TO THE HOUSE OF DELAYS MAY 2001

In the event the contractor encounters difficulty in meeting performance requirements, or when he anticipates difficulty in complying with the contract, or whenever the contractor has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, the contractor shall immediately notify the customer and the COR by telephone and follow-up in writing to the COR, giving pertinent details; provided, however, that this data shall be informational only in character and that this provision shall not be construed as a waiver by the House of any delivery schedule or date, or any rights or remedies provided under this contract.

F.3 HC.6.007 SUSPENSION AND DEBARMENT MAY 2001

a. Suspension of a contractor temporarily disqualifies that contractor from contracting with the House as a prime and/or House-approved subcontractor, in full or in part. The contracting officer initiates suspensions.

(1) When the contractor and any specifically named affiliates are suspended, the contracting officer shall advise the firm immediately by certified mail, return receipt requested:

(a) That the firm has been suspended and that the suspension is based on an indictment or other adequate evidence that the contractor has committed irregularities (i) of a serious nature in business dealings with the House or (ii) seriously reflecting on the propriety of further House dealings with the contractor. Any such irregularities shall be described in terms sufficient to place the contractor on notice without disclosing the House's evidence;

(b) That the suspension is for a temporary period pending the completion of an investigation and such legal proceedings as may ensue;

(c) Of the cause(s) relied upon for imposing suspension;

(d) Of the extent and effect of the suspension; and

(e) That, within 30 days after receipt of the notice of suspension, the contractor or its representative may submit, in writing or in person, information and argument in opposition to the suspension, including any additional specific information that raises a genuine dispute over the material facts.

(2) Suspension shall be for a temporary period pending the completion of investigation and any ensuing legal proceedings, unless sooner terminated by the suspending official or as provided in this subsection.

(3) If the investigation is not concluded or legal proceedings are not initiated within 12 months after the date of the suspension notice, the suspension shall be terminated.

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b. Debarment refers to action by the CAO to exclude a contractor from future House awards and House-approved subcontracting, in full or in part, for a reasonable, specified period.

(1) Upon conclusion of the investigation resulting from a suspension, if the contracting officer should determine that debarment is in order, he or she shall prepare a report on the investigation along with such recommendations regarding debarment, for submission to the CAO.

(2) A notice of proposed debarment shall be issued by the contracting officer advising the contractor and any specifically named affiliates, by certified mail, return receipt requested:

(a) That debarment is being considered;

(b) Of the reasons for the proposed debarment in terms sufficient to put the contractor on notice of the conduct or transaction(s) upon which it is based;

(c) Of the cause(s) relied upon for proposing debarment;

(d) Within 30 days after receipt of the notice, the contractor or its representative may submit to the CAO, in writing through the contracting officer or in person, information and argument in opposition to the proposed debarment, including any additional specific information that raises a genuine dispute over the material facts;

(e) Of the effect of the issuance of the notice of proposed debarment; and

(f) Of the potential effect of an actual debarment.

c. In the event that the CAO makes a determination to impose debarment, the contracting officer shall give the contractor and any affiliates involved prompt notice by certified mail, return receipt requested:

(a) Referring to the notice of proposed debarment;

(b) Specifying the reasons for debarment;

(c) Stating the period of debarment, including effective dates; and

(d) Advising that the debarment is effective throughout the House, unless the CAO determines that limited business dealings between the House and the contractor are justified.

d. The decision of the CAO on the merits of a debarment shall be final. A decision may be appealed by the contractor, in writing, within 10 days of receipt of notification of the decision, to the Committee on House Administration, only in the event that the CAO failed to follow the procedures established herein.

F.4 HC.6.008 LIQUIDATED DAMAGES

MAY 2001

If the contractor fails to perform the services specified in this contract, or any extension, the House may terminate this contract under the Termination clause of the contract. The contractor shall be liable for fixed, agreed and liquidated damages as provided in Section F "Payment for Non-performance", accruing until the time the House may reasonably obtain delivery or performance of similar services.

The contractor shall not be charged with liquidated damages when the delay in delivery or performance arises out of causes beyond the control and without fault or negligence of the contractor.

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F.5 HC.6.009 PAYMENT FOR NON-PERFORMANCE

SEPTEMBER 2001

In the event that the contractor fails to perform as stipulated in the statement of work, and such failure is not for a reason beyond the control of the contractor, the House may charge 1% of the total contract cost per day and may obtain performance from another source and charge and collect all costs plus a 15% administrative fee from the contractor.

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SECTION G -- CONTRACT ADMINISTRATION DATA

G.1 HC.7.023 CONTRACT ADMINISTRATION PLAN (CAP)

FEBRUARY 2005

a. Section G contains the content required in a Contract Administration Plan (CAP). This CAP outlines the framework for monitoring performance and administering this contract, with the specific responsibilities of Authorized House Representatives listed below. Contract performance will be gauged against effectively meeting the requirements of the statement of work, monitoring customer satisfaction (e.g., vendor performance evaluations), and the performance measures contained in the Quality Assurance or Performance-Based Surveillance Plan, if applicable.

b. It shall be the responsibility of the Contracting Officer's (CO's) authorized representative to periodically review this CAP for purposes of updating and/or recommending any necessary revisions. If a change to the CAP is required, the CO will execute the appropriate bilateral or unilateral modification.

G.2 HC.7.007 AUTHORIZED HOUSE REPRESENTATIVES

FEBRUARY 2005

a. Contracting Officer (CO):

Barbara Burkhalter
Office of Finance and Procurement
Room 331, Ford House Office Building
U.S. House of Representatives
Washington, DC 20515

Telephone: (202) 225-1821

1. Except as specified in paragraph (3) herein, no order, statement or conduct of House personnel who visit the contractor's facilities, or in any other manner communicate with contractor personnel during the performance of this contract, shall constitute a change (in scope, terms, conditions, requirements, pricing, and/or delivery schedules) under this contract.

2. The contractor shall not comply with any order, direction or request of House Personnel which would constitute a change under this contract, unless issued in writing and signed by the CO, or made pursuant to specific authority otherwise included in this contract.

3. The CO is the only person authorized to approve changes under this contract and, notwithstanding provisions contained elsewhere in the contract, said authority remains solely with the CO. In the event the contractor effects any change at the direction of any person other than the CO, that change shall be considered to have been made without authority and no adjustment in price shall be made in the contract to cover any increase in charges incurred as a result thereof. The CO may delegate certain responsibilities to authorized representatives.

b. Contracting Officer's Representative (COR):

TBD
Name:
Title:

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Address:

Phone:

Fax:

E - mail:

1. The COR, appointed by the contracting officer, is designated to assist in the discharge of the contracting officer's responsibilities. The responsibilities of the COR include, but are not limited to: determining the adequacy of performance and/or the timeliness of delivery by the Contractor in accordance with the terms and conditions of this contract; acting as the contracting officer in charge of work at the site; ensuring compliance with the contract requirements insofar as the work is concerned; advising the contracting officer and contract administrator of any factors which may cause delays in delivery and/or performance of the work; and conducting or witnessing the conduct of any inspections and/or tests that may be required by the contract. The COR does not have the authority to make any changes to the terms, conditions, requirements, pricing, and/or delivery schedules of the contract or direct the contractor to perform services outside of the scope of the contract.

2. Additional responsibilities of the COR are as follows:

- Monitor and evaluate contract performance, including preparing Vendor Performance Evaluations.
- Review, approve, and process contractor invoices.
- Submit periodic report(s) to the Contract Administrator (CA).
- Provide the CA with notification of intent to exercise options or renewals 90 days prior to expiration date.

c. Contract Administrator:

Jim Tiani
Office of Finance and Procurement
Room 356, Ford House Office Building
U.S. House of Representatives
Washington, DC 20515

(p)202-225-7158
(f) 202-226-2214
E-mail james.tiani@mail.house.gov

The contract administrator prepares all modifications to the contract, maintains the official contract file with all reports and other contractual documentation, and responds to contractual inquiries or concerns from the COR or contractor on behalf of the CO.

G.3 HC.7.005 PERFORMANCE MEASUREMENTS

FEBRUARY 2005

a. The contractor shall provide performance summary reports acceptable in content and format to the contracting officer's representative (COR). The reports shall be submitted as established by the COR. The status report shall include as a minimum:

1. Reporting Period
2. Contractor's Program Manager's Name
3. Work Accomplished During the Period including at a minimum:
4. Anticipated Activity for Next Reporting Period
5. Outstanding Issues (Feedback from customers)
6. Adherence to timelines

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7. Quality of work

G.4 HC.7.003 INVOICES

FEBRUARY 2005

a. The Debt Collection Improvement Act of 1996 requires that federal agencies pay recipients by electronic funds transfer (EFT). EFT is an improved, convenient, and secure method of payment. To enable the U.S. House of Representatives to send payments electronically to your financial institution, you must first complete an EFT enrollment form to provide your signature and certain information regarding your financial institution. Please visit the U.S. House of Representatives' Office of Finance and Procurement website at www.house.gov/finance for appropriate forms or call the EFT Help Line at 202-226-2277.

b. A proper invoice shall minimally include:

Contractor Name, Address, and Phone Number

Name of Contractor Point of Contact

House Contract Number

Task/Delivery Order Number (as appropriate)

Invoice Number

Invoice Date

Invoice Page Number (each page of an Invoice shall minimally also contain the contractor Firm name, the invoice number, and the invoice date)

c. The House does not pay federal, state or local taxes unless mandated by law.

d. All follow-up invoices shall be marked "Duplicate of Original" on all pages. Contractor questions regarding payment information or check identification should be directed to the COR for follow-up with appropriate financial personnel.

G.5 HC.7.002 MODIFICATIONS

FEBRUARY 2005

Administrative changes, e.g. address corrections, are approved by the CO. All other changes which change the scope of this contract, including additions or deletions, must be prepared in writing as formal modifications signed by both parties.

G.6 HC.7.009 KEY PERSONNEL

FEBRUARY 2005

a. The Contractor shall assign key personnel by name and title. The Contractor represents that the following individual(s) are key personnel who will provide the services to the House in connection with an award. At a minimum, the Contractor shall designate a Program Manager as key personnel. The Contractor shall have knowledge of and experience with the U.S. House of Representatives Legislative Member and Committee Office operations.

b. For each person, provide the following information: individual's name, title, telephone number, and e-mail address. (see Section J Attachment 2)

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c. Except as provided herein, the contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment or requested by the CO. Contractor personnel assigned to this contract as key personnel are subject to approval of the CO. The contractor must notify the CO of changes to key personnel 30 calendar days prior to removal from the contract. Replacement personnel must be accepted in writing by the CO. The CO may require substitution of key personnel from contractor, and may require additional personnel to be added to the project. Proposed substitutes to key personnel must have qualifications equal to or better than those approved at the award stage. The CO will notify the contractor, after receipt of all required information (including resumes of substitutes), of the decision on substitutions within 10 business days.

G.7 HC.7.010 POST AWARD CONFERENCE

FEBRUARY 2005

A post award conference will be held with the contractor to review contract administration issues, unless the House and the contractor determine that such a conference is not necessary.

G.8 HC.7.011 PROGRESSIVE STEPS TO ENSURE SATISFACTORY CONTRACT PERFORMANCE

FEBRUARY 2005

a. The Contractor shall bring all performance issues to the immediate attention of the COR. Likewise, the COR shall bring all real or apparent performance issues to the immediate attention of the Contractor. These issues will be documented and quickly resolved to the mutual satisfaction of both parties, provided such resolution is within the authority of the COR and in accordance with the terms and conditions of the contract.

b. If an issue cannot be resolved between the Contractor and the COR, or resolution would require a modification to the contract, the COR will immediately notify the CA and the CO by e-mail. The CA in conjunction with the COR, Contractor, and as may be required other subject matter experts, will attempt to resolve performance issues to the mutual satisfaction of both parties. If a modification to the contract is required the CA will make a recommendation to the CO and if approved prepare the modification and obtain all necessary approvals and signatures.

c. Issues that cannot be resolved by the CA will be brought to the attention of the CO who may pursue any of the remedies provided for under this contract up to and including termination.

G.9 HC.7.025 RELEASE OF CLAIMS

FEBRUARY 2005

After completion of work, and prior to final payment, the contractor shall furnish to the CO, a release of claims against the United States arising out of the contract, other than claims specifically excepted from the operation of the release.

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SECTION H -- SPECIAL CONTRACT REQUIREMENTS

H.1 HC.8.002 IDENTIFICATION BADGES

FEBRUARY 2006

New contractor employees shall obtain a House identification/access pass issued by the House Sergeant at Arms before the employee enters on duty, if unescorted access is required outside of normal public building visiting hours. Public building visitor hours are Monday to Friday 7am to 7pm, and Saturday 7am to 1pm. House identification badges will not be issued to a contractor employee unless the Capitol Police forms for a background check are submitted in accordance with Clause HC-003 of this contract.

The contractor shall ensure that the employee surrenders the House identification/access card upon termination of employment or performance is no longer required under this contract. House identification/access cards shall be surrendered to the COR and reconciled within two business days following an employee termination or service release under this contract. A penalty in the form of damages shall be levied for failure to return House identification/access cards in the amount of \$100 a month for each House identification/access card that is not returned to the COR within two business days following an employees termination or employee service no longer required under this contract. The damage amount will be prorated in the month of termination or release from service to the date the House identification/access card was to be returned to the COR and reconciled.

Final payment will not be made under this contract until all House identification/access cards that were issued under this contract have been returned, and a release provided to the contractor signed by the COR. If the contract is a concessionaire type contract, contractor equipment and supplies shall not be removed from House property until all House identification/access cards have been returned and a release provided to the contractor signed by the COR.

H.2 HC.8.003 PROSPECTIVE EMPLOYEE BACKGROUND CHECK

FEBRUARY 2006

a. The U.S. Capitol Police will screen all contractor employees working on this contract who have access to House facilities or information in the performance of Contract work. The COR will provide the Contractor with Capitol Police forms (CP-491 or equal) to be filled out and returned for each employee the contractor will have working in any capacity on the contract. Forms for each employee working on this contract shall be submitted prior to the commencement of work.

b. The employee shall be fingerprinted by the Capitol Police prior to working on the contract and a check made of criminal history records. If the Capitol Police, after having processed the forms, determine at any time that the employee is unsuitable or unfit for assigned duties, they will notify the CAO Human Resources, Director of Administration who will notify the COR and CO. The COR will then direct the contractor to immediately remove that employee from any work under this contract.

c. All contractor employees working on this contract with access to House facilities or information are required to be cleared by the Capitol Police, at a minimum of every three years. However, further background checks may be conducted at any time as is warranted.

H.3 HC.8.005 BENEFITS TO MEMBERS OF CONGRESS

MAY 2001

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No Member, Delegate, Resident Commissioner, Officer of the House or Procurement Officer shall be admitted to any share or part of this contract, or to any benefit that may arise therefrom, but this provision shall not be construed to extend to this contract if made with a corporation for its general benefit.

H.4 HC.8.006 NEWS RELEASES MAY 2001

No news releases, press conferences or advertisements pertaining to this contract will be made without prior written approval of the CO.

H.5 HC.8.007 AFFIRMATION OF NON-DISCLOSURE AUGUST 2003

Due to the sensitive and confidential nature of information that the contractor may come in contact with during the performance of work at the House, the contractor and all personnel associated with this contract shall sign an "Affirmation of Non-Disclosure" prior to commencing work. The Affirmation of Non-Disclosure states in part that the individual signing the form agrees and understands they will not disclose any private or privileged information received in the course of service to the House. Please go to <http://www.house.gov/cao-opp/currentsol> to obtain the Affirmation of Non Disclosure Form.

H.6 HC.8.010 DATA OWNERSHIP/TRANSFER/ACCESS JUNE 2001

The House and contractor agree that all data procured under this contract and data transferred by the House to the contractor shall remain the exclusive property of and in the exclusive control of the House. Parties further agree that access to or release of such information shall be governed by the laws applicable to the House. The contractor agrees to notify the House immediately if anyone requests any access to House information and further agrees not to provide access to or release any information without prior written approval by the House contracting officer. This includes Freedom of Information Act (FOIA) requests.

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SECTION I -- CONTRACT CLAUSES

I.1 CONTRACT TYPE

This contract will be a Fixed Price Level of Effort contract.

I.2 HC.9.001 AUTHORIZED CHANGES ONLY BY THE CONTRACTING OFFICER MAY 2001

- a. Except as specified in paragraph (b) herein, no order, statement or conduct of House personnel who visit the contractor's facilities, or in any other manner communicate with contractor personnel during the performance of this contract, shall constitute a change under this contract.
- b. The contractor shall not comply with any order, direction or request of House personnel, unless issued in writing and signed by the CO, subject to the policy direction and oversight of the Committee on House Administration, or made pursuant to specific authority otherwise included in this contract.
- c. The CO is the only person authorized to approve changes in any of the requirements of this contract and, notwithstanding provisions contained elsewhere in this contract, said authority remains solely with the CO. In the event the contractor effects any change(s) at the direction of any person other than the CO, that change shall be considered to have been made without authority and no adjustment in price shall be made in the contract to cover any increase in charges incurred as a result thereof.

I.3 HC.9.002 OBSERVANCE OF LAWS MAY 2001

- a. In connection with the performance of work under this contract, the contractor agrees not to discriminate on the basis of race, religion, color, sex, national origin or disability.
- b. The contractor shall comply with all applicable laws of the United States with respect to the conduct of its employees and operations.

I.4 HC.9.003 DISPUTES MAY 2001

Any dispute shall be decided by the CO, who shall reduce the decision to writing and mail or otherwise furnish a copy thereof to the contractor. Within then (10) calendar days from the receipt of such copy, the contractor may appeal in writing by mail to the CAO. The CAO's decision shall be final. The contractor may appeal the CAO's decision to the Committee on House Administration only for violations by the CAO for failure in following procedural guidelines within 10 calendar days of the CAO final decision. If no such appeal is taken, the decision of the CO shall be final and conclusive. In connection with any proceeding under this clause, the contractor shall be afforded an opportunity to be heard and to offer evidence in support of its appeal. Pending final decision of a dispute, the contractor shall proceed diligently with the performance of the contract and in accordance with the CO's decision.

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I.5 HC.9.004 AVAILABILITY OF FUNDS

MAY 2001

The House's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the House for any payment may arise until funds are made available to the contracting officer for this contract.

I.6 HC.9.007 ORDER OF PRECEDENCE

MARCH 2002

In the event of an inconsistency between provisions of this contract, the inconsistency shall be resolved by giving precedence in the following order: (a) contract statement of work; (b) other provisions of this contract, whether incorporated by reference or otherwise.

I.7 HC.9.013 GRATUITIES

JUNE 2002

This order may be terminated if it is determined by the House that a gratuity (e.g., an entertainment or gift) was offered or given to any Member, officer, or employee of the House with the intention of obtaining this order or gaining favorable treatment under this order. No Member, officer, or employee of the House shall share any personal benefit of this order.

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SECTION J -- LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

J.1 ATTACHMENTS

1 Item #	Description	# Pages
1	Statement of Objecctives	6
2	Key Personnel	1

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SECTION K -- REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

K.1 HC.11.001 GENERAL REQUIREMENTS

JULY 2001

Offerors shall be individuals, partnerships, or corporations regularly engaged in the business covered by the specifications and possessed of satisfactory financial resources and technical ability, and of equipment and organization to insure satisfactory completion of the contract, and who have established a satisfactory record in the past. Offerors shall, if requested by the CO, furnish promptly any information, which the CO may consider necessary to establish their competency for the work.

The offeror certifies by submission of this proposal and resultant contract that the offeror has not publicly or privately colluded with any other offeror to fix prices or conditions of this contract.

K.2 HC.11.004 COMPANY BACKGROUND

JULY 2001

All offerors will be required to submit proposals to include the following information concerning the company background:

- a. Legal name of the company.
- b. Organizational diagram and biographies for corporate officers.
- c. Brief business history.
- d. Financial data Profit & loss for past three years.
- e. Key point of contact (POC) list and telephone number.

K.3 HC.11.007 ELIGIBILITY FOR AWARD

JULY 2001

The offeror certifies that it is eligible for award of a contract resulting from this solicitation and that it has not been barred, suspended or otherwise rendered ineligible for award of a federal government contract, nor has the offeror within a 3-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (Federal, state or local) contract or subcontract; violation of federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property; and, is not presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in this provision.

K.4 HC.11.009 PERIOD FOR ACCEPTANCE OF PROPOSAL

JULY 2001

In the event the offeror receives award of this contract, the award shall be based on the prices set forth in the offeror's proposal provided that the House makes the award of the contract within _____ calendar days after receipt of the offer.

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K.5 HC.11.019 SIGNATURE

AUGUST 2002

I certify that these representations, certifications, and other statements are complete and accurate to the best of my information, knowledge, and belief.

NAME OF OFFEROR

DATE

SIGNATURE OF PERSON
AUTHORIZED TO SIGN

PRINTED NAME OF PERSON
AUTHORIZED TO SIGN

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SECTION L -- INSTRUCTIONS, CONDITIONS AND NOTICES TO BIDDERS

L.1 HC.12.002 CONTENT OF PROPOSALS

OCTOBER 2001

Each proposal shall be sufficiently complete and organized to ensure that evaluation can be made on the basis of its content. It is important that the proposal be organized as specified since the score sheet used during the evaluation will parallel the order specified in the solicitation. Offerors are reminded to avoid excessively lengthy or overly extravagant proposals. Proposals that do not address all of the elements and requirements, in the order contained herein, shall be disqualified from further consideration.

Administrative and Price Proposal. Part I shall be divided into the following distinct and marked parts:

Part I

Section A of RFP. The offeror shall insert Section A (page 1) of this solicitation with all required/applicable blocks completed. Section B Price Schedules. Please include chart that identifies the level of effort, people, hourly rate, total cost, and proposed people.

Part II

Section G Contract Administration". Offeror shall complete the required sections of Section G.

Section K - Representations, Certifications, And Statements of Offerors." Offeror shall complete the required clauses of Section K.

Part III Technical Proposal - explain technically how deliverables will be accomplished. Objectives and requested materials eg project time line should be included here.. Alternate/innovative recommendation should be thoroughly explained in this section.

Management approach, past performance and establish service levels should be thoroughly explained.

Corporate capabilities on your ability to perform this work and pertinent experience and qualification in conducting similar services as stated in the solicitation, should be addressed. Offeror shall provide references for three current or recent (within three years) customers and three past customer, preferably in the public sector. List the agency name and address, name and title of the client contact, telephone number and email address if available. Resume of individuals should be included in this section. If co-partnering with another company explanation of relationship and competencies of each is to be explained.

L.2 HC.12.003 SUBMISSIONS

MARCH 2004

Offerors shall **email their proposal** in MS Word format or PDF format with all required signatures to **james.tiani@mail.house.gov** with a copy to **lawrence.toperoff@mail.house.gov** prepared by time and date as identified in block 9 of page 1. Proposal shall be in such format and detail as to enable the House to make a thorough evaluation thereof, and to arrive at a sound determination as to whether or not the offeror can meet the House's requirements. **No Hand deliveries or Fax copies will be accepted.** One hard copy of the proposal should also be mailed to:

U.S. House of Representatives
Office of Finance & Procurement
356 Ford House Office Building
Washington DC, 20515
Attn: Jim Tiani

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SECTION M -- EVALUATION FACTORS FOR AWARD

M.1 HC.13.001 EVALUATION FACTORS FOR AWARD

JULY 2001

The House intends to make a single award to offeror whose proposals meets the minimum requirements as stated in this RFP. Proposals will be evaluated based on the following evaluation factors are of equal importance:

- (1) Corporate Capabilities - Experience of contractor and individuals as Subject Matter Experts in providing design & implementation of Balanced Scorecards to both the public and private sector, as well as significant demonstrated experience in Change Management, Project Management and Performance.
- (2) Project Plan Timeline - establishing clear concise timeline to identified attainment of deliverables
- (3) Technical Approach -creativity and innovation in providing CAO with a fully aligned useable Balanced Scorecard
- (4) Management Approach - change management, project management and performance management experience
- (5) Experience of individuals in performing similar work
- (6) Oral presentation may be required, which will be at our option
- (7) *Price

*The proposal is presumed to represent the offeror's best efforts to respond to the solicitation. Any inconsistency, whether real or apparent between promised performance and price, must be explained in the proposal. For example, if unique and new approaches are the basis for an abnormally low estimate, the nature of these approaches and their impact on price must be explained. Any significant inconsistency, if unexplained, raises a fundamental issue of the offeror's understanding of the nature and scope of the work required. It also may reflect on the offeror's ability to perform the contract within the financial restraints and may be cause for rejection of the proposal. The burden of proof as to price credibility rests with the offeror.

1. Risk Assessment. Price proposals will be evaluated to identify and assess potential risks, which may be inherent in the offeror's approach. The estimated costs to correct any deficiencies in the offeror's proposal will also be evaluated.

2. Price Realism. Proposed pricing will be evaluated not only to determine if the price is reasonable, realistic, and affordable, but also to determine the offeror's understanding of the requirements.

M.2 HC.13.002 CONTRACT AWARD

JULY 2001

a. The House intends to award a single contract resulting from this solicitation to the responsible offeror whose offer conforms to this solicitation, taking into account the factors contained in M.1 "Evaluation Factors for Award".

b. The House may:

- (1) reject any or all offers, if such action is in its interest,

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- (2) waive informalities and minor irregularities in offers received.
- c. The House intends to evaluate proposals and to award a single contract without discussion. Therefore, each initial offer should contain the offeror's best terms. However, the House reserves the right to conduct discussions if they are determined to be necessary.

Attachment 1 RFP OPR06000065

Statement of Objectives

1. Objective:

The U.S. House of Representatives Chief Administrative Officer (CAO) seeks to procure support to fine tune our Balanced Scorecard.

This Statement of Objectives (SOO) describes the consultant support required to refine and strengthen the CAO Balanced Scorecard in the Office of the Chief Administrative Officer.

2. Background:

The U.S. House of Representatives CAO developed and implemented a Balanced Scorecard (BSC) Strategy in FY 05. The BSC was developed at the CAO Organization level and cascaded down to the Business Unit (Group) level, Services level and finally tied into the Individual Employee Performance Plan level (Tiers 1, 2 and 3, and 4 respectively.) All tiers of the scorecard include detailed strategic objectives and corresponding performance measures.

The intention of the BSC Implementation was to tie every individual, team, and group to the Organizational Strategy, that the Balanced Scorecard would serve as a unifying Organizational Tool to improve the CAO Customer Experience and to achieve our Organizational Vision of 100% Satisfaction, 100% of the Time. The CAO Balanced Scorecard was developed at the following four Tiers:

- Tier 1 = CAO Organization
- Tier 2 = CAO Business Unit
- Tier 3 = CAO Services
- Tier 4 = CAO Personnel

Additionally, there are several other Organizational tools which either feed from or should be utilized in conjunction with the Balanced Scorecard, including the individual performance plans (PACE), CAO Achieving Excellence Program (ACE), Point of Service Surveys (POS), Managerial Reporting and the CAO Group Plans.

Currently, the BSC is not fully achieving its intended purpose. The CAO has been able to identify several key factors that contribute to the current Scorecard not achieving its full potential, and they include:

- a. The cascading of the Scorecard through Tiers 1, 2, 3 and 4 was overly complex (at the Tier 3 level the Scorecard had grown to approximately 800 objectives.)

- b. The objectives and measures of lower tiers of the Scorecard are not well aligned with Tier 1.
- c. The Scorecard Measures were not validated through Tiers 1, 2, 3 and 4.
- d. The Scorecard was not fully aligned to or integrated with other existing Organizational Tools (as listed above.)

The intent of this second phase of the Balanced Scorecard Implementation is to fine tune the existing Scorecard, establish clear alignment to and integration with all Tiers of the scorecard and related organizational tools and processes, create a more intuitive, user-friendly scorecard, and formalize the relationship between the Scorecard and complimentary Organizational Tools.

3. Scope

The next phase of BSC Implementation will ensure that:

- a. The Scorecard is clear and easy to understand at all levels of the CAO.
- b. All Tiers of the Scorecard are aligned.
- c. All Objectives and Measures reflected in the Scorecard are appropriate.
- d. The number of Objectives is executable.
- e. The Scorecard is aligned with existing organizational tools such as the individual employee performance plans (PACE), Managerial Reporting, Customer Point of Service (POS) Surveys, and Employee Satisfaction Surveys.

4. Project Scope

During this phase of the BSC Implementation we will:

1. Review BSC Tier 2 to consider strategic value of this level of the Scorecard
2. Review, Revise, and (where appropriate) Remove BSC Objectives at Tiers 1, 2, 3 and 4
 - a. Evaluate the Cascading process (which cascades Objectives from one tier to the next) and determine if Cascading Objectives is best practice (as opposed to cascading Measures.)
 - b. Review at each Tier will ensure that there is a direct roll up into Tier 1
 - c. Review at each Tier will ensure that Objectives are appropriate Strategic Objectives
 - d. Review at each Tier will include eliminating non-value add Objectives (at the Tier 3 level this step is essential.)
 - e. Review at the Tier 3 level will include limiting number of objectives to a manageable amount.
3. Assess and Revise or Replace BSC Metrics at Tiers 1, 2, 3 and 4

- a. Based on the analysis of the Cascading process (as outlined in 2.a), analysis of whether Cascading should be based on Measures (as opposed to Objectives).
 - b. Analysis of Measures at all levels to ensure they roll up into (and accurately contribute to) Tier 1 Measures.
 - c. Analysis of Metrics at all levels to ensure that they are “measurable” and that they appropriately reflect Strategic Improvement for the Objective they are associated with.
4. Evaluate PACE/ACE linkages to BSC
 - a. Ensure full/adequate coverage of BSC at the PACE Level.
 - b. Ensure organizational use of BSC to inform Employee and Service Level performance reviews.
5. Link BSC to POS and Employee Satisfaction Surveys
 - a. Utilize the Customer Satisfaction Survey Data to Measure success on our Overall Scorecard.
 - b. Utilize the POS and Employee Satisfaction Surveys to Measure success in the BSC.
6. Update all affected Scorecard Documents (Tier 1, 2 & 3 Scorecards) to reflect Changes to the Tiers.
7. Train Leadership, Line Managers, and other Organizational Stakeholders regarding the changes to the Balanced Scorecard and the Utility of the Scorecard as a Management Tool.

5. The Role of the Contractor

The Contractor will work in conjunction with the CAO Balanced Scorecard Project Manager and other CAO Stakeholders to ensure the successful implementation of this next phase of the Balanced Scorecard project.

Over Arching BSC work:

The BSC (Tiers 1 through 4) collectively serve as the Strategy for the CAO. Therefore, the Review must be conducted on the macro as well as the micro level in order to achieve the goals and objectives of this project. The Contractor will work with the PM to achieve the overarching scorecard goals including:

1. All Tiers of the Scorecard are aligned.
2. The Scorecard is aligned with existing organizational tools such as the individual employee performance plans (PACE), Managerial Reporting, Customer Point of Service (POS) Surveys, and Employee Satisfaction Surveys.
3. Work with CAO HR to further establish alignment of BSC with PACE planning, performance, evaluation and rewards.
4. Communications: (Work in conjunction with Communications Department):
 - a. The Scorecard is clear and easy to understand at all levels of the CAO.

- b. To develop and implement CAO Strategy Communication plan
 - c. Ensure that the Scorecard is articulated and used at all levels of the CAO.
- 5. Training:
 - a. Identify Training Opportunities
 - b. Provide training to Leadership and Line Managers to successfully use the BSC strategy as a daily management tool and be effective communicators to the entire organization.
 - c. Provide Training support
- 6. Work with Managerial Reporting team to establish visibility of status of BSC measures.
- 7. Identify ways to Improve budgetary alignment with BSC

Tier 1 BSC:

- 1. Review Tier 1 Objectives
- 2. Review and Refine Tier 1 Measures
- 3. Recommend and Formulate Necessary Changes to Tier 1
- 4. Communications
- 5. Deliver modified Tier 1 BSC for CAO approval

Tier 2 BSC:

- 1. Perform Value assessment of BSC Tier 2
- 2. Recommend and Formulate Necessary Changes to Tier 2
- 3. Communications
- 4. Deliver modified Tier 2 BSC for CAO approval

Tier 3 BSC:

- 1. Refine BSC Tier 3 Objectives
- 2. Clarify Tier 3 Objectives
- 3. Establish direct roll up from Tier 3 into Tier 1 Objectives
- 4. Reduce number of Objectives for services with excessive Tier 3 Scorecards
- 5. Refine BSC Tier 3 Measures
- 6. Establish direct roll up into Tier 1 Measures
- 7. Validate measure is valid, gatherable and currently being measured
- 8. Refine BSC Tier 3 Projects/ Activities
- 9. Communications
- 10. Deliver modified Tier 3 BSC for CAO approval

6. Contractor Deliverables

The Contractor will perform the bulk of the project work, including scheduling and facilitating all BSC project related meetings with CAO personnel, and will be responsible

for the modification and improvement of existing Balanced Scorecard to deliver a fully integrated CAO Balanced Scorecard, Documents and Training necessary for use of the Scorecard. Consistent with their role, the contractor is responsible for the following deliverables:

1. A fully Aligned Balanced Scorecard
 - a. Objectives and Measures through all Tiers of the Scorecard clearly align
 - b. Organizational Tools align with the Scorecard
 - i. PACE
 - ii. ACE
 - iii. Managerial Reporting
 - iv. POS Surveys
 - v. Employee Satisfaction Surveys
 - c. Contractor to provide all appropriate physical representations of the new Balanced Scorecard
2. A Useable Balanced Scorecard
 - a. Objectives are appropriate, sensible, and not overwhelming in number (manageable)
 - i. As measured by analyzing the scorecard at each Tier (for each service/group) as well as in Total
 - b. Measures are appropriate and “measurable” (data currently available to, or being collected by, the Organization)
 - c. Balanced Scorecard is Mapped to Managerial Reporting
 - i. Including recommendations regarding weighting strategies
 - d. Balanced Scorecard is fully integrated with PACE/ACE programs
 - i. Including recommendations regarding Scorecard performance-based incentive programs
3. Methodology for integrating BSC with Budget Process
4. Communications
 - a. Assist in gaining Stakeholder buy-in throughout the Project Lifecycle
 - b. Coordinate with “owners” of complimentary Organizational Tools while working to align BSC with these tools
 - c. Develop a Communication Plan in conjunction with the Communication Team to ensure understanding of the BSC from the Top to the Bottom of the organization
5. Training
 - a. Provide Training to CAO Leadership, Line Managers and Stakeholders Regarding
 - i. Modifications to BSC
 - ii. Utility of BSC in managing
 - iii. Interrelationships between BSC and other Organizational Tools
 - b. Provide training materials for distribution to reinforce training

6. Project Time Line - Offerors' are to include a project timeline which encompasses achieving the statement of objectives as outlined in this proposal from commencement of project to conclusion.
7. Chart identifying personnel, labor categories, anticipated level of effort, hourly rate to substantiate total cost of project. If Other Direct Cost (ODC) involved please specify.

Attachment 2 RFP OPR06000065[illegible]